



DEPUTY PUBLIC WORKS MANAGER – ADMINISTRATION AND CUSTODIAL SERVICES

Purpose:

To actively support and uphold the City's stated mission and values. To manage and review the activities of the Public Works administrative processes; to manage the Public Works Diversity Action Plan; to manage, plan and direct the activities of the Custodial Services section with other divisions and departments; and, to provide highly complex staff assistance to the Public Works Manager.

Supervision Received and Exercised:

Receives general direction from the Public Works Manager.

Exercises direct supervision over subordinate professional, technical and clerical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

Administration Responsibilities:

- Coordinates department activities with citizens, other departments, City Manager and Council, and outside agencies. Provides staff assistance to the Public Works Department Manager. Prepares and presents staff reports and other necessary correspondence to Mayor and Council as required.
- Responds to and resolves difficult and sensitive inquiries, complaints and requests for service from citizens; communicates and provides information to the public through correspondence, interviews and telephone calls.
- Plans, implements and manages Department's goals, objectives and work plans; assigns work activities, projects and programs; and monitors work flow.

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With the input of department staff, reviews and evaluates work products, methods and procedures.

- Maintains a cooperative and collaborative relationship with Department membership and the labor/management process with the leadership and membership of Local 5 of the Service Employees International Union.
- Selects, trains, motivates and evaluates personnel using employee feedback; provides or coordinates staff training; counsels employees to help correct deficiencies; solicits meaningful feedback from Department employees on policies and procedures; ensures that the Department staff contributes to the City's mission and values.
- Facilitates the development of the Public Works Diversity Strategic Plan and manages the plan to improve and promote diversity and effect change in the Department's culture.
- Coordinates department activities with the Department Manager and Deputy Managers to ensure consistency in personnel and disciplinary procedures, and in the appropriate utilization of resources; coordinates personnel activities with Human Resources and the Diversity Office.
- Provides Safe Haven for all Public Works employees, in addition to the City's established Safe Havens.
- Monitors, tracks, coordinates, and recommends disciplinary actions and reviews in the Public Works Department, reporting those to Human Resources, Diversity Department and /or City Attorney's office. Manages disciplinary actions and terminations as necessary.
- Trains, coaches, counsels, mentors, and advises Department Manager, Division Managers, Supervisors, and all employees in the Public Works Department to increase their understanding and facilitation skills in promoting greater supervisory and conflict resolution skills.
- In conjunction with Human Resources, serves as the Public Works representative in monitoring hiring and promotional procedures to ensure diversity and fair hiring practices within the Public Works Department.
- Provides mediation services for Public Works employees to facilitate City's Conflict Resolution Plan; may be called upon by the Human Resources office to facilitate mediation procedures for other employees within the City.
- Researches and presents surveys and reports and other necessary correspondence to Department Manager on specific management and

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leadership processes; develops and manages department task forces as needed.

- Manages the Recruitment Outreach Committee designed to promote diversity within the Public Works Department.
- Serves as Public Works representative in responding to and resolving a variety of requests or complaints for Public Works' employees and/or general public requiring interpretation of regulations, policies and procedures. Researches background and confers with Department Manager, Human Resources and legal counsel to determine the City's position on issues; communicates with parties involved; coordinates and implements solutions to resolve problems.
- Manages the Public Works Employee Recognition program.
- Provides leadership role in professional groups and committees.
- Participates in professional development activities to stay current with trends in the employee and organizational development and management fields.
- Ensures the adherence to safe work practices.
- Serves as faculty to the Tempe Learning Center.
- Performs related duties as assigned.

Custodial Services Management Responsibilities:

- Facilitates the provision of the highest level of quality customer service possible for Division customers. Ensures that customers are provided the Division's services in the most courteous and friendly manner possible.
- Plans, develops, implements and manages the Division's goals, objectives, and work plans; assigns work activities, projects and programs; monitors work flow; with the input of divisional staff, reviews and evaluates work products, methods and procedures.
- Manages the development and administration of the Division budget; directs the forecast of funds, staffing needs, revenues, equipment, materials and supplies; monitors and approves expenditures.
- Selects, trains, motivates and evaluates personnel using employee feedback; provides and coordinates staff training; counsels employees to help correct deficiencies; solicits meaningful feedback from Division employees on policies

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and procedures; implements discipline and termination procedures; ensures that the Custodial Division staff contribute to the City's mission and values.

- Reviews capital improvement plans related to the assigned services and provides input regarding future custodial activities.
- Develops and interprets policy and provides staff direction on implementation of policies and procedures.
- Interviews, trains, motivate and evaluate personnel; provides resources for personal and professional development.
- Performs related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of responsible professional administrative and program management, including experience in the administration of public works or related programs. Also requires two years of administrative and supervisory responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public or business administration, or a related field. A Master degree is preferred.

This position is unclassified and pursuant to the City of Tempe Personnel Rules and Regulations, Rule 1, Section 104, the employee or the City can terminate the employment relationship at any time, for any or no reason, with or without cause or notice.

Job Code: 0360

FLSA: Exempt